

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3205 **TITLE:** HUMAN SERVICES COORDINATOR I **GRADE:** S-17

DEFINITION:

Under general supervision, to perform full performance level professional work in the generalized areas of information/referral and care management through County human service programs; to directly interface with clients in order that they may access, establish eligibility, and appropriately utilize needed services.

TYPICAL TASKS: (illustrative only)

- o Responds to requests for information about various County human service programs; gathers, analyzes, and evaluates information relating to client needs and eligibility for assistance; determines most appropriate source(s) for meeting client needs and coordinates service linkage
- o Formulates and recommends situational short-term care management plans for clients not served by other County human service programs; acts as client advocate through creation of alternative services/resources in absence of client eligibility and/or defined program which meets need; provides informal counseling to clients on an as-needed basis
- o Coordinates and/or supervises the work of volunteers and/or paraprofessional staff in service delivery
- o Collects information related to program services; prepares program publicity/outreach materials; presents information about programs and services to the general public
- o Coordinates and ensures delivery of specific human service programs (e.g., Consumer Housing Information Service for Seniors, Companion Registry Program, etc.)
- o Acts as liaison between community and service providers; works closely with other human services agencies to resolve client concerns; identifies ways to make service delivery more efficient and effective.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- o Knowledge of the basic principles of human behavior
- o Effective interpersonal and organizational skills
- o Effective oral and written communication skills, including effective presentation skills.

EMPLOYMENT STANDARDS:

Any combination of education and experience equivalent to graduation from an accredited four-year college or university with a degree in one of the social or behavioral sciences.

ESTABLISHED: February 11, 1991